

Safety Attribute Inspection (SAI) Data Collection Tool
4.2.1 Maintenance Training Program (AW)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure that all maintenance personnel (including maintenance providers and inspection personnel) are fully trained and competent to perform their duties.

Objective (FAA oversight):

- To determine if the certificate holder's Maintenance Training Program meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Maintenance Training Program incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Maintenance Training Program.

Specific Instructions:

- Intentionally left blank

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
121.135(a)(1)
121.135(b)(1)
121.135(b)(2)
121.135(b)(3)
121.375

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
Intentionally left blank
- FAA Policy/Guidance:
FAA Order 8300.10, volume 2, chapter 4
FAA Order 8300.10, volume 2, chapter 70
FAA Order 8300.10, volume 2, chapter 82
HBAW 05-06

SAI SECTION 1 - PROCEDURES ATTRIBUTE

Objective: Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be embedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Maintenance Training Program.
3.	Review the certificate holder's manual to ensure that it contains policies, procedures, instructions, and information necessary for the Maintenance Training Program.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual content meet the specific regulatory and FAA policy requirements for a Maintenance Training Program:	
1.1.	Does the certificate holder or person performing maintenance or preventive maintenance functions for it have a training program that fully informs each person (including inspection personnel) who determines the adequacy of work done about procedures and techniques in use? SRRs: 121.375	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Does the certificate holder or person performing maintenance or preventive maintenance functions for it have a training program that fully informs each person (including inspection personnel) who determines the adequacy of work done about new equipment in use? SRRs: 121.375	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Does the certificate holder, or person performing maintenance or preventive maintenance functions for it have a training program that ensures that each person (including inspection personnel) who determines the adequacy of work done is competent to perform his/her duties? SRRs: 121.375	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Does the certificate holder's Maintenance Training Program comply with the guidance contained in FAA Order 8300.10? <i>Related Design JTIs:</i> 1. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes company indoctrination training. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW) 2. Check that the content of the Certificate Holder's	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>MAINTENANCE/INSPECTION TRAINING PROGRAMS includes company formal technical training. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
3.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes company on-the-job technical training. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
4.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes a list specifying the tasks to be taught. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
5.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes a method for recording the training. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</p>	
6.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes the requirement to document completed training in the individual's training record. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11</p>	
7.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs maintenance personnel in the use of its manuals. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
8.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs maintenance personnel in the use of its policies. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
9.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs maintenance personnel in the use of its procedures. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
10.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs maintenance personnel in the use of its forms. <i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
11.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs inspection personnel in the use of its manuals.</p>	

	<p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
12.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs inspection personnel in the use of its policies.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
13.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs inspection personnel in the use of its procedures.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
14.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes indoctrination training that instructs inspection personnel in the use of its forms.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 A <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
15.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes credit for technical training, for documented relevant experience received while employed by other operators.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 B (1) <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.7(AW)</p>	
16.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes maintenance technical training on procedures unique to the operator.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 B (2) <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
17.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes training records that indicate the amount of formal training each individual receives.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(2)</p>	
18.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes training records that indicate the amount of on the job training each individual receives.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(2)</p>	
19.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes how it will record the amount of experience each individual receives.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(2)</p>	
20.	<p>Check that the Certificate Holder's information regarding technical training contracted to another operator, manufacturer, or in the case of a specialized process, a person knowledgeable in that specialized process, specifies that the operator/applicant is responsible for the content and quality of such training.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(3)</p>	

	<p><i>Interfaces: 1.3.7(AW)</i></p> <p>21. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establishes minimum fixed amount of time for technical training requirements for maintenance personnel proportional to the operator's complexity. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(4)</i></p> <p><i>Interfaces: 1.3.1(AW)</i></p> <p>22. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establishes minimum fixed amount of time for technical training requirements for inspection personnel proportional to the operator's complexity. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(4)</i></p> <p><i>Interfaces: 1.3.2(AW)</i></p> <p>23. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establishes minimum fixed amount of time for indoctrination training for maintenance personnel proportional to the operator's complexity. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(4)</i></p> <p>24. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establishes minimum fixed amount of time for indoctrination training for inspection personnel proportional to the operator's complexity. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11. B(4)</i></p> <p>25. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS ensures the training provided for its outsource personnel is of equal quality and effectiveness as the training provided for its employees. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 C</i> <i>Interfaces: 1.3.1(AW); 1.3.2(AW); 1.3.7(AW)</i></p> <p>26. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establish an initial Cat II/III maintenance training program for all personnel performing quality control inspections work on Cat II/III airborne systems. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D</i> <i>Interfaces: 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</i></p> <p>27. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establish a recurrent Cat II/III maintenance training program for all personnel performing quality control inspections work on Cat II/III airborne systems. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D</i> <i>Interfaces: 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</i></p> <p>28. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establish an initial Cat II/III maintenance training program for all personnel performing maintenance work on Cat II/III airborne systems. <i>Sources: 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D</i> <i>Interfaces: 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</i></p> <p>29. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS establish a recurrent Cat II/III maintenance training program for all personnel performing maintenance work on Cat II/III airborne systems.</p>	
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	<p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</p>	
30.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes a process to ensure that its initial and recurrent Cat II/III maintenance-training program is acceptable to the Administrator.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</p>	
31.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes how it will maintain current training records on all personnel performing quality control inspections on Cat II/III airborne systems.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</p>	
32.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes how it will maintain current training records on all personnel performing maintenance work on Cat II/III airborne systems.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 D <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 3.1.10(OP)</p>	
33.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS ensures that deficiencies discovered through continuous analysis and surveillance and/or reliability programs are corrected during recurrent training.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E <i>Interfaces:</i> 1.3.11(AW)</p>	
34.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes review and reinforcement of all training given in both indoctrination and technical subjects.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E</p>	
35.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes upgrading of all training given in both indoctrination and technical subjects.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E</p>	
36.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes input from maintenance bulletins and/or maintenance newsletters.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
37.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes critical tasks such as run up, taxi.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
38.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes Required Inspection Items.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.4(AW)</p>	

39.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes Non-Destructive Inspections.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 E</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.4(AW)</p>	
40.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes how it will retain training records to document that personnel are adequately trained.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 F</p>	
41.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes maintaining training records at a central location.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 F</p>	
42.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes if training records are not maintained at a central location, a listing of the training locations in the Certificate Holder's manual.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 F</p>	
43.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes special emphasis maintenance/inspection training when new or different types of aircraft and/or equipment are introduced.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 11 G</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	
44.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes how the training programs are accepted by the FAA.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 13</p>	
45.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes how the responsible manager approves the training programs after the FAA accepts it.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 13</p>	
46.	<p>Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes showing acceptance by the FAA of the maintenance/inspection training program by recording the acceptance date in the list of effective pages.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 70, Section 1, Paragraph 13</p>	
47.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes the name(s) of the person(s) responsible for the overall administration of the maintenance training program.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(1)</p>	
48.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes the name(s) of the person(s) responsible for other processes within the maintenance training program (e.g., recordkeeping).</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(2)</p>	
49.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes the name(s) of the person(s)</p>	

	<p>responsible for other processes within the maintenance training program (e.g., revisions to training programs).</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(2)</p>	
50.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes the name(s) of the person(s) responsible for other processes within the maintenance training program (e.g., security of the program).</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(2)</p>	
51.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes designated maintenance instructors.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(3)</p>	
52.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes how it will qualify maintenance instructors.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(4)</p>	
53.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes procedures to authorize instructors.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C (5)</p>	
54.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes how it will maintain a file on each instructor consisting of instructor qualifications and authorizations.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(6)</p>	
55.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes how it will maintain a list describing what type of training is required for new employees (Indoctrination, on-the-job training, etc).</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(7)</p>	
56.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes how it will evaluate, credit, and document a new employee's previous training.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(8)</p>	
57.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes how it will determine what additional training is required for new employees.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(9)</p>	
58.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes a schedule for, and a description of recurrent training.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(10)</p>	
59.	<p>Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes procedures to determine the requirements for other training.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph</p>	

	<p>5.C.3(10)</p> <p>60. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes recordkeeping procedures, including records of training dates. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(11)</p> <p>61. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes recordkeeping procedures, including records of who performed the training (instructor should indicate by signing). <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(11)</p> <p>62. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes recordkeeping procedures, including records of the number of hours of training performed. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(11)</p> <p>63. Check that the content of the Certificate Holder's MAINTENANCE/INSPECTION TRAINING PROGRAMS includes recordkeeping procedures, including records of the content of the training. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(11)</p> <p>64. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes criteria for determining the quality of the training program. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(12) <i>Interfaces:</i> 1.3.11(AW); 1.3.15(AW)</p> <p>65. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes evaluation of the need to revise training programs. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(13) <i>Interfaces:</i> 1.3.11(AW); 1.3.15(AW)</p> <p>66. Check that the Certificate Holder's instructions and information regarding the maintenance training program includes a training syllabus that describes the content of the training course. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(14)</p> <p>67. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes a training syllabus that describes the format of training. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(14)</p> <p>68. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes a training syllabus that describes the duration of the training course. <i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(14)</p> <p>69. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes a training syllabus that describes the standards for grading students.</p>	
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	<p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(14)</p> <p>70. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes a training syllabus that describes the training aids.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(14)</p> <p>71. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes criteria for determining acceptability of contract training instructor qualifications.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(15)</p> <p><i>Interfaces:</i> 1.3.7(AW)</p> <p>72. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes criteria to determine acceptability of contract training reporting procedures to inform the operator of student progress.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(15)</p> <p><i>Interfaces:</i> 1.3.7(AW)</p> <p>73. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes criteria for determining adequacy of the contract training facilities.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5.C.3(15)</p> <p><i>Interfaces:</i> 1.3.7(AW)</p> <p>74. Check that the Certificate Holder's Maintenance Training Program and the RII Training Program includes criteria to evaluate contractors training syllabus.</p> <p><i>Sources:</i> 8300.10 Vol. 2 Volume 2, Chapter 70, Section 2, Paragraph 5 C. (15)</p> <p><i>Interfaces:</i> 1.3.7(AW)</p>	
2.	<p>Does the certificate holder s manual contain general policies for the Maintenance Training Program that comply with the SRRs?</p> <p>SRRs: 121.135(b)(1); 121.375</p> <p><i>Related Design JTIs:</i></p> <p>1. Check that the Certificate Holder's manual system contains a general policy that each person (including inspection personnel) or each person performing maintenance or preventive maintenance functions for it, who determines the adequacy of work done, is fully informed about procedures and techniques and new equipment in use and is competent to perform his duties.</p> <p><i>Sources:</i> 121.135(b)(1); 121.375</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	<p>Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)?</p> <p>SRRs: 121.135(b)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder s manual contain the duties and responsibilities for	<input type="checkbox"/> Yes

	personnel who will accomplish the Maintenance Training Program? SRRs: 121.135(b)(2)	<input type="checkbox"/> No, Explain
5.	<p>Does the certificate holder's manual include instructions and information for personnel to meet the requirements of the Maintenance Training Program?</p> <p>SRRs: 121.135(a)(1) <i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. Check that the Certificate Holder's inspection program and and program covering other maintenance, preventive maintenance, and alterations, includes instructions covering procedures, standards, responsibilities, and authority of inspection personnel that ensures that competent personnel are provided for the proper performance of maintenance, preventive maintenance and alterations. <i>Sources:</i> 121.135(b)(19); 121.367(b); 121.369(b) <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW) 2. Check that the Certificate Holder's manual includes instructions and information necessary to allow the personnel concerned to perform the duty and responsibility of ensuring that each person, (including inspection personnel) who determines the adequacy of work done is fully informed about the method of performing routine and non routine maintenance (other than required inspections), preventive maintenance, and alterations. <i>Sources:</i> 121.135(a)(1); 121.369(b)(1); 121.375 <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW) 3. Check that the Certificate Holder's manual includes instructions and information necessary to allow the personnel concerned to perform the duty and responsibility of ensuring that each person (including inspection personnel) who determines the adequacy of work done is fully informed about procedures in use. <i>Sources:</i> 121.135(a)(1); 121.375 <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

SAI SECTION 2 - CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Maintenance Training Program:	
1.1.	Is there a control or controls in place to ensure that the certificate holder provides training in accordance with its Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a control or controls in place to ensure that the certificate holder's training curriculum contains a list of required training tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Is there a control or controls in place to ensure that the certificate holder maintains the current training status of maintenance personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a control or controls in place to ensure that the content and quality of technical outsource training meets the certificate holder's requirements?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a control or controls in place to ensure that the certificate holder's outsource maintenance/inspection personnel are properly trained?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Is there a control or controls in place to ensure that the certificate holder maintains the current training status of outsource personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a control or controls in place to ensure that the certificate holder's identified deficiencies are incorporated into its recurrent training?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	Is there a control in place to ensure that the certificate holder's training instructors are qualified?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Is there a control in place to ensure that the certificate holder performs recurrent training in a timely manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Is there a control or controls in place to ensure that the certificate holder's training program has established training standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Is there a control or controls in place to ensure that the certificate holder's maintenance training syllabus thoroughly covers the subject matter?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	Is there a control or controls in place to ensure that the certificate holder's	<input type="checkbox"/> Yes

	maintenance training course includes a final exam?	<input type="checkbox"/> No, Explain
1.13.	Is there a control or controls in place to ensure that the certificate holder documents completed training?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 2 - CONTROLS ATTRIBUTE Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the certificate holder to measure and to assess its processes, to identify and to correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety-related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection-related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Maintenance Training Program include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would identify if the certificate holder failed to provide training in accordance with its Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a process measurement or process measurements that would identify if the certificate holder's training curriculum did not contain a list of required training tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Is there a process measurement or process measurements that would identify if the certificate holder failed to maintain the current training status of maintenance personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a process measurement or process measurements that would identify if the content and quality of technical outsource training failed to meet the certificate holder's requirements?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a process measurement or process measurements that would identify if the certificate holder's outsource maintenance/inspection personnel were not properly trained?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Is there a process measurement or process measurements that would identify if the certificate holder failed to maintain the current training status of outsource personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a process measurement or process measurements that would identify if the certificate holder failed to incorporate identified deficiencies into its recurrent	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	training?	
1.8.	Is there a process measurement or process measurements that would identify if the certificate holder's training instructors were not qualified?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Is there a process measurement or process measurements that would identify if the certificate holder failed to perform recurrent training in a timely manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Process measurements that would reveal if the certificate holder's training program did not have established training standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Is there a process measurement or process measurements that would identify if the certificate holder's maintenance training syllabus thoroughly covered the subject matter?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	Is there a process measurement or process measurements that would identify if the certificate holder's maintenance training course included a final exam?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Is there a process measurement or process measurements that would identify if the certificate holder failed to document completed training?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder s manual provide for the use of process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE Drop-Down Menu	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 4 - INTERFACES ATTRIBUTE

Objective: Interfaces are used by the certificate holder to identify and to manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Maintenance Training Program that have been identified along with the individual questions in the section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions: NOTE: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element.	
1.	Does the certificate holder's manual properly address the interfaces that are identified along with the individual questions in section 1, Procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 4 - INTERFACES ATTRIBUTE Drop-Down Menu	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

Objective: The questions in this section of the DCT address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Maintenance Training Program.
2.	Identify the person who has overall authority for the Maintenance Training Program.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual clearly identify who is responsible for the quality of the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Maintenance Training Program? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Maintenance Training Program? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder's manual clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having responsibility for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
9.	Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Maintenance Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

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SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES Drop-Down Menu	
1.	Not documented.
2.	Documentation unclear.
3.	Documentation incomplete.
4.	Other.